# EAST Search History

| Ref # | Hits | Search Query | DBs | Default Operator | Plurals | Time Stamp |
|---|---|---|---|---|---|---|
| S1 | 49302 | ("705").CLAS. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2007/04/04 11:52 |
| S2 | 5459 | (705/26).CCLS. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2007/04/04 11:52 |
| S3 | 1761 | (705/27).CCLS. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2007/04/04 11:52 |
| S4 | 309 | interactive same (voiceover (voice adj over)) same ((graphical user interface) GUI) | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/04/04 11:58 |
| S5 | 69 | S4 and @ay<"2002" | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/04/04 12:00 |
| S6 | 8 | interactive same (voiceover (voice adj over)) same ((graphical adj user adj interface) GUI) | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/04/04 11:58 |
| S7 | 16 | ("20010040950" | "4922519" | "5163083" | "5181237" | "5524146" | "5684866" | "5898771" | "6009161" | "6044142" | "6185289" | "6185290" | "6249809" | "6269337" | "6535596" | "6725303" | "6760426").PN. | US-PGPUB; USPAT; USOCR | OR | ON | 2007/04/04 11:59 |
| S8 | 52 | S4 and S1 | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/04/04 12:05 |

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|---|---|---|---|---|---|---|---|
| S9 | 1 | (interactive bidirection$3)same (online internet web) same ((product item component) near10 (image picture)) same voiceover | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/04/04 12:07 |
| S10 | 0 | ("2002/0120674").URPN. | USPAT | OR | ON | 2007/04/04 12:06 |
| S11 | 1 | (interactive bidirection$3)same (online internet web) same ((product item component) near10 (image picture)) same (voice adj over) | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/04/04 12:07 |
| S12 | 22 | (voiceover (voice adj over)) same (product merchandise item component) same descri$6 same (image picture) | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/04/04 12:09 |
| S13 | 1740 | audio$6 same (product merchandise item component) same descri$6 same (image picture) | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/04/04 12:09 |
| S14 | 186 | S13 and S1 | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/04/04 12:09 |
| S15 | 79 | S14 and @ay<"2002" | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/04/04 12:09 |
| S16 | 6 | ("2002/0072974").URPN. | USPAT | OR | ON | 2007/04/04 13:09 |
| S17 | 7 | ("5907275").URPN. | USPAT | OR | ON | 2007/04/04 13:09 |
| S18 | 3881 | (client user customer consumer) same (agent help advisor) same (simultaneou$3 "same") same (view$3 screen listen$3) | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/04/05 15:54 |
| S19 | 49451 | ("705").CLAS. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2007/04/05 15:54 |
| S20 | 47124 | "4" and S19 | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/04/05 15:54 |

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|---|---|---|---|---|---|---|
| S21 | 508 | S18 and S19 | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/04/05 15:54 |
| S22 | 5471 | (705/26).CCLS. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | OFF | 2007/04/05 15:54 |
| S23 | 75 | S18 and S22 | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/04/05 15:55 |
| S24 | 6 | pugliese.in. and S19 | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/04/05 15:55 |
| S25 | 4 | (US-20020072974-$ or US-20020091607-$ or US-20010044751-$).did. or (US-5907275-$).did. | US-PGPUB; USPAT | OR | ON | 2007/04/05 15:56 |

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# Research Summary - April 6, 2007

## Marked Documents

- **Multimedia applications using mobile agents: Streaming audio chat**
  by *Pai, Sunil Ballambettu*, M.S., **The University of Texas at Arlington**, 2001, 87 pages; AAT 1404029
- **Live help is on the way**
  *Phat X Chiem.* **B to B.** Chicago: Dec 4, 2000. Vol. 85, Iss. 20; p. 25 (2 pages)
- **The next wave: Internet technology in the call center**
  *Murray Bookman.* **Call Center CRM Solutions.** Jun 2000. Vol. 18, Iss. 12; p. 72 (4 pages)
- **Linking the Internet to the call center**
  *Al Baker.* **Telemarketing & Call Center Solutions.** Mar 1997. Vol. 15, Iss. 9; p. 80 (4 pages)

## Recent Searches

- ((internet or online or web) w/para (help??? or advis??? or agent) w/para (view??? or listen??? or video or audio) w/para (same or simultaneous???)) AND PDN(<2/27/2001)
  *Database*: Multiple databases...
  *Look for terms in*: Citation and abstract
  *Publication type*: All publication types

  28 results as of April 6, 2007

- ((internet or online or web) w/para (help??? or advis??? or agent) w/para (view??? or listen??? or video or audio) w/para (same or simultaneous???)) AND PDN(<2/27/2001)
  *Database*: Multiple databases...
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  *Publication type*: All publication types

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